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ANNUAL REPORT
BENEFITS AND COUNSELING BRANCH
BENEFITS AND SERVICES DIVISION
OFFICE OF PERSONNEL

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Section I

Major Accomplishments and Significant Developments

1 July 1960 - 30 June 1961

Included in this report is a statistical summary which, when studied with our narrative comments, will reveal to the reader a continuation of growth and scope of Branch activity and some dramatic increases in certain areas of work.

We should note at the outset that the number of manhours devoted to Branch programs cannot be measured entirely by statistical reporting of cases handled. Within each activity, cases will require a varying degree of time and effort. For example, some death cases, may require extensive after-hours activity, frequent contact with next of kin, liaison within the Agency and other Federal agencies, and often with private attorneys; others may require little effort of this type. While some cases can be fully processed in a few weeks, others may require months of continued effort. The same is true with respect to medical claims, retirement, missing in action cases, and our other programs.

Casualty Program

1. The procedures developed during the past several years for our handling of casualty cases again met the challenge of difficult and sensitive cases. While we are always seeking improvements, our present procedures have proven to be more than adequate in fulfilling this responsibility.

2. During this reporting period, the Branch Chief and Division Chief assisted in the handling of four sensitive DPD-DD/P death cases. (Specific details concerning these deaths have been reported separately to the Director of Personnel.) In addition to the time spent in the initial phases of these cases, i. e., contact with next-of-kin, the Branch Chief has actively participated in devising and reviewing methods for settling the various financial and benefits aspects of the cases. At the same time, DPD-DD/P has demonstrated its confidence in and acceptance of Personnel's role in casualty cases by its invitation to the Branch Chief and Division Chief to participate in early planning of future projects.

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Through such participation, we hope to eliminate sources of difficulty and problems that could arise later.

3. The Branch Chief and Division Chief met with the Deputy Comptroller to review and revise settlement procedures in death cases when possible write-off of the deceased's indebtedness may be involved.

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4. The Branch assisted in the preparation of a revision of R and [REDACTED] concerning employee emergencies.

5. One hundred and seventy-one serious illness cases, many of which were psychiatric, and 31 death cases were handled by the Branch. Of the 31 deaths, 28 were employees and 3 were dependents. Causes of employee deaths were: cancer, 9; heart, 9; accidental, 7; miscellaneous diseases, 2; suicide, 1. Six decedents were between the ages of 60 and 70; seventeen were age 50 or less; ten were age 40 or less.

Missing-in-Action Cases

1. This activity consumed more of the Branch Chief's time during the reporting period than in any previous reporting period. For security reasons, only highlights will be discussed in this section since the full extent and nature of our work in these cases have been reported separately to the Director of Personnel.

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4. Three new cases arose during the reporting period which involved many meetings with representatives of Security, Cover, CI Staff, and area and staff divisions.

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Retirement Program

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1. The most spectacular increase in Branch activity occurred in retirement cases. [REDACTED] retirement interviews were conducted during the reporting period as compared with [REDACTED] during the previous period. Since many of these interviews required several hours of discussion and analysis, the total effect of these interviews on Branch time was staggering. 25X9

2. The number of retirement applications processed increased from 51 during the previous period to 103. Of these, 25 were for disability, 73 were optional, and 5 were mandatory retirement.

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25X1C4a

3. Branch representatives met with Finance Division representatives to identify cases of [REDACTED] and to discuss problems that might arise in these cases because of the manner in which retirement records are maintained in the Agency, [REDACTED] and Civil Service Commission. Procedures, which have been approved by CSC, have been developed to ensure that [REDACTED] receive normal entitlements of the Civil Service Retirement Act. 25X1C 25X1C4a

4. Additional personnel folders of employees with OSS service were reviewed so that inadequate records of service could be identified and resolved.

Federal Employees' Group Life Insurance

There were no significant developments during the reporting period.

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Compensation and Medical Claims

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1. As in the past, considerable time was devoted to resolving [REDACTED] death and disability^{cases}, although action (involving conferences with the Director of Personnel, DPD-DD/P, and BEC) taken in the reporting period brought these cases closer to final solution. In the death cases, all action with the [REDACTED] and with the Bureau of Employees' Compensation has been concluded: the widows have received \$20,000 from the Agency under the terms of Agency contracts; this amount is being offset on a monthly basis by BEC; when the total amount has been offset, BEC will initiate its payments to the widows. In the disability cases, the Director of Personnel concurred in an arrangement whereby the [REDACTED] involved will receive a percentage, based on degree of disability, of contractual disability benefits.

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2. The Branch Chief and Division Chief met with the General Counsel on a specific dependent medical claim. From the results of this meeting emanated a ruling by the Deputy Director (Support) that the Agency, in its administration of the overseas dependent medical program, can deviate, when necessary under the circum-

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[REDACTED]

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3. Enactment of P. L. 86-707, Overseas Differentials and Allowances Act, extended the coverage of the Agency's overseas medical program to [REDACTED] TDY travellers. The Branch assisted in the preparation of a revision of pertinent regulatory issuances.

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4. The Deputy General Counsel issued a new interpretation in overseas hospitalization cases, which now permits payment of travel expenses in cases which do not result in hospitalization if at the time travel is begun the patient's condition reasonably could be expected to require hospitalization.

5. The Branch Chief and Division Chief attended two meetings called by the Chief, Medical Staff for the purpose of discussing technical aspects of the overseas medical programs.

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6. A troublesome case during this period involved a claim by the widow of [REDACTED] for death benefits of the Federal

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Employees' Compensation Act. [REDACTED] claim was rejected by the Bureau of Employees' Compensation. As a result of a private relief bill submitted by Senator Chavez, the Branch participated in several meetings with Legislative Counsel, BEC, and EE Division.

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7. The Branch initiated a recommendation ultimately approved by the DCI for exemption of CIA from the repayment provision of the 1960 amendments to the Federal Employees' Compensation Act.

8. As shown in the statistical summary, 553 employee claims were handled by the Branch in FY 1961; 288 of these claims were pressed by the claimants for reimbursement of medical expenses, or payment of compensation, or both. Of the 288 pressed claims, 136 were processed with the Bureau of Employees' Compensation and 146 were processed under Employee Overseas Program. One was processed internally as a BEC case and five as split cases.

9. Excluding pending cases carried from the previous report, the following comparison may be made between the present FY 1961 report and previous FY reports of new cases:

	<u>BEC</u>	<u>Overseas Program</u>
FY 1961	136	148
FY 1960	111	138
FY 1959	93	134
FY 1958	83	129
FY 1957	107	108
FY 1956	87	42
FY 1955	75	27
FY 1954	51	50
FY 1953	40	34

10. One hundred and ninety new dependent claims were also processed by the Branch. The following comparison with previous reports may be made:

FY 1961	190
FY 1960	181
FY 1959	209
FY 1958	213
FY 1957	93

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11. It is significant to note that employee BEC claims and both employee and dependent claims have shown increases again even though [REDACTED]

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[REDACTED] Clearly, our totals would be significantly higher were also processed by the Branch. Of the increases shown, the BEC claims may represent the result of a continuing Branch effort to inform employees of this significant benefit and, consequently, an improvement in the reporting of potential workmen's compensation cases to the Branch.

Employee Counseling

1. Branch representatives participated in several discussions with the Deputy Executive Officer, Office of Personnel on a new counseling program for female employees.

2. There was a slight decrease in counseling cases, 72 as compared with 76 in the previous period.

3. Indebtedness complaints numbered 137, as compared with 139 in the previous period. In chronic cases, the Branch worked closely with the Special Assistant to the Director of Personnel.

4. Requests for advanced sick leave rose to 266 from 227.

Recreation Program

Employee participation in the various recreational activities was slightly less than the [REDACTED] reported in the previous period. Even though there was a reduced number of teams in the Touch Football and Men's Softball Leagues, sports continued to command more interest and enthusiasm than the more sedentary, educational type clubs.

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Welfare Fund

1. During the past year, 22 Welfare loans, 2 less than in the previous report, were extended to employees. A number of loan applications, which previously were handled by the Welfare Fund, were diverted to the PSAS. A considerable number of requests evolved into other courses of action after counseling.

2. Branch representatives also served as counselor/interviewers for PSAS loan applications.

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Newsletter

The title of the Newsletter was changed to the "Recreation and Services Newsletter" and the paper itself broadened to encompass activities outside the realm of recreation. Initially, the Newsletter dealt primarily with sports and club news. However, it has been expanded to inform people of government employee services, items of interest and events going on in Washington. Use has been made of an Agency artist to improve the format and appearance of the paper and for the first time articles were written especially for the Newsletter by representatives of Medical Staff and the Safety Office.

Blood Donor Program

1. As shown in the following figures, total donations decreased in the period from July 1960 to June 1961:

	<u>1958-1959</u>	<u>1959-1960</u>	<u>1960-1961</u>
Blood Donors	1637 (135 donors per month)	1538 (128 donors per month)	1380 (115 donors per month)
Blood Replacements	100	115	111
Decrease in Donors	264	99	158
Increase in Replacement	16	15	--

2. The number of donors dropped considerably during the summer and fall months which accounts for the over-all low annual figure. In an effort to improve this situation, a different method of scheduling was devised and more intensive recruiting efforts were made. This resulted in a sizable increase in the number of donors per month.

3. In January 1961, commendatory letters were sent out to keymen who had served a considerable length of time. Throughout the year, "thank you" letters were sent out to gallon club members and emergency donors.

4. The Agency and a special donor received citations from the Red Cross at a special ceremony in the DCI's office on 30 June 1961.

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U. S. Savings Bond Campaign

1. Program Results

Agency participation in the Government-wide Savings Bond Campaign by vouchered employees produced the following result:

	<u>FY-1961</u>	<u>FY-1960</u>	<u>Improvements</u>
Bonds purchased (maturity value):	\$1, 395, 475	\$1, 266, 675	+ 10.1%
Payroll deductions withheld:	\$1, 014, 029	\$ 945, 383	+ 7.2%

2. Program Expansion to Foreign Field

For the first time, the Savings Bond Program has been expanded to include unvouchered employees. Beginning 9 July 1961, they may purchase Savings Bonds through payroll deductions. This Program extension

Every employee processing for overseas is advised by Central Processing Branch of this new opportunity, and 14 have signed up to date.

Miscellaneous Activity

1. The Branch continued its orientation program and conducted hundreds of personal briefings on Agency programs. In addition, group briefings were conducted for the Medical Staff and Office of Communications Area Chiefs.

2. Several cases of a delicate nature were handled by Branch representatives.

3. Considerable time was devoted in liaison with other Federal agencies on Branch activity.

4. Responsibility for preparing for publication a series of unclassified issuances to advise Agency employees on various matters in connection with the move to the new building was assigned to the Branch. Such matters may include transportation, employee services, eating facilities, etc. An employee was reassigned to the Branch to perform this duty.

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5. After frequent discussions with the Office of the Director of Personnel and Chief, Records and Services Division, a revision was made in the manner of reporting separations of Agency personnel.

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STATISTICAL DATA

1 July 1960 - 30 June 1961

<u>Casualties Reported</u>	<u>FY 1960</u>	<u>FY 1961</u>
1. Serious illnesses-----	123	171
2. Deaths-----	34	31

Retirement

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1. Interviews-----		
2. Service Credit-----	77	80
3. Retirement-----	51	103
4. Direct Refund-----	13	4
5. Death Benefits-----	28	23
6. Special Handling-----	115	136

Federal Employees' Group Life Insurance

1. Agency Certification of Insurance Status-----	120	133
2. Death Claims-----	27	22
3. Request for Insurance-----	69	32

Unpaid Compensation

Total Claims-----	29	28
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Pre-exit Interviews, Exit-processing, Counseling, and
Associated Activities

1. Resignations - Separations

Summer Employees-----	170	202
Retirement-----	49	92
Deaths-----	27	22
For Military Service-----	29	32
Other-----		

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2. Advanced Sick Leave-----	227	266
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3. Leave Without Pay, including maternity-----	421	412
4. Counseling-----	76	72
5. Indebtedness Complaints-----	139	137

Compensation and Medical Claims - Employee

1. Claims Activity

Total Cases-----	524	553
New Claims Pressed-----	251	288
New Claims Not Pressed (CA-1)-----	273	265

2. Nature of Claims Processed

Total Claims Processed-----	251	288
Medical Expenses-----	233	261
Compensation-----	8	12
Both-----	10	15

3. Ultimate Method of Processing

Total Claims Processed-----	251	288
BEC-----	111	136
4(a)(5)(C)-----	138	146
BEC Type-----	1	1
Split Case-----	1	5

4. Action Taken on Claims

Total BEC Cases-----	111	136
Approved-----	22	19
Rejected-----	2	7
Withdrawn or Inactive-----	4	12
Pending-----	83	98

Internal

Total 4(a)(5)(C) Cases-----	138	146
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Rejected-----	8	12
Withdrawn or Inactive-----	0	0
Pending-----	10	23
Total BEC-type Cases (approved)-----	1	1
Total Split Cases-----	1	5
Approved-----	0	5
Pending-----	1	0

Medical Claims - Dependents

Total Cases-----	181	190
Approved-----	153	115
Rejected-----	14	32
Withdrawn-----	0	0
Pending-----	13	43
Inactive-----	1	0

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Section II

Plans for Fiscal Year 1962



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2. As reported in Section I, the number of retirement interviews consumed an unusually high number of Branch manhours. Foreseeing the possibility that as many interviews, or even more, will be conducted in Fiscal Year 1962, the Branch will train other technicians to assume a share of this responsibility.

3. The space assigned to the Branch in the new headquarters building will create certain problems in connection with our handling of counseling and other duties where privacy has been required. We shall attempt to allocate our space in such a way as to permit maximum service under the circumstances.

4. The Branch again recommends an overseas trip by the Division Chief to the EE and WE areas for the purpose of orienting personnel in those areas on Branch and Division programs.

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Section III

General Objectives of Fiscal Year 1963

No program changes are contemplated at the present time for Fiscal Year 1963.

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